



State Personnel NEWS

A news quarterly for and about
Georgia State Employees



VOLUME 21, No. 3

October 1997

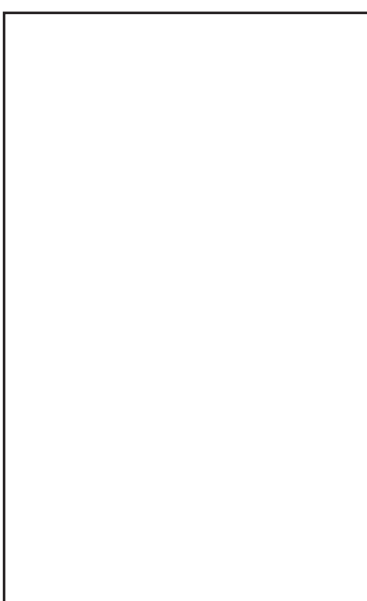
Governor's Office Wins Emmy Award for Best Youth Program

Multiple Choice, the juvenile crime prevention film produced for the Governor's Children and Youth Coordinating Council (CYCC), won two Emmys at the Southern Regional Emmy Awards in Atlanta.

The regional chapter of the National Academy of Television Arts and Sciences recognizes excellence in television programming from a five-state region including Georgia, South Carolina, North Carolina, Alabama and Mississippi.

Multiple Choice is a first-hand look at life in the Georgia prison system and details the changes in the law as a result of the Juvenile Justice Reform Act. The film has been shown on statewide television, as well as beamed over satellite to Georgia's schools, and more than 3,500 copies have been distributed throughout the state to individuals and groups that work with youth.

"We are thrilled with this honor and hope that as a result of this recognition even more teens will see the film," said Governor



An exciting moment for Judy Neal, Executive Director of the Governor's Children and Youth Coordinating Council, and Dan Johnson of ImageMaster Productions.

Miller. "Teens need to know that their criminal actions have serious consequences in Georgia, and this film is an excellent vehicle to deliver that message."

Miller congratulated the team responsible for the film, CYCC Executive Director Judy Neal and Producer/Director Dan Johnson of ImageMaster Productions. Neal and Johnson won in the category of Best Producers, and Johnson won a second Emmy for Best Director for his direction of *Multiple Choice*.

"The power of this film is in the true stories of the young people profiled," said Johnson. "The kids in this film are not actors, and the message they present is profound. It's a serious dose of reality that kids need to see before they get in trouble, before it's too late."

"Our intention from the beginning of this project was to produce an effective, powerful film that

(See *Emmy Award*, page 2)

State Will Award First Variable Pay Increases

October 1 marks the awarding of the first variable pay increases under the State's new performance-based compensation system.

In their first paychecks following the October 1 effective date, employees will receive salary increases linked to their performance ratings for the year ending June 30, 1997. Increase percentages for the performance levels are:

- ▼ 4 percent for a *Met Expectations* rating,
- ▼ 5.5 percent for an *Exceeded Expectations*
- ▼ 7 percent for a *Far Exceeded Expectations*

Data so far submitted to the Office of Planning and Budget (OPB) by state agencies show that approximately 88 percent of employees statewide met expectations, 10 percent exceeded expectations, and

1 percent far exceeded expectations. Approximately 1 percent of employees were rated at the *Did Not Meet Expectations* level.

Under the State's new pay system, increase percentages for the different performance levels are set annually. The Georgia Merit System analyzes trends in the labor market and makes increase recommendations for the following year to OPB and the Governor.

Taking into account the state's current fiscal status and overall budget demands, the Governor determines the final percentage recommendations and submits a total appropriation request to the General Assembly to fund the increases.

Last March the General Assembly approved a \$61.1 million appropriation to fund this year's October 1 increases.

Children and Youth Services Changes Title to Juvenile Justice

In a move to provide more clarity with respect to the State's juvenile justice system, the Department of Children and Youth Services on July 1 officially changed its title to the Department of Juvenile Justice.

Department officials cited quality service as the primary reason behind the agency's name change.

The former title, Department of Children and Youth Services, often proved confusing for citizens, parents, and public officials needing assistance for juvenile delinquency matters. In particular, the

agency was often confused with the Division of Family and Children Services (DFACS).

The Commissioner's title has been changed to the Commissioner of Juvenile Justice and the Board's title to Board of Juvenile Justice.

The agency's new title, Department of Juvenile Justice, reflects its continuing efforts to promote

- personal accountability in the State's youth,
- community protection,
- rehabilitation of youth entrusted to the supervision of the State.

Georgia Merit System Takes On New Role, New Name, New Logo

In the year since the Merit System Reform Act (Act 816) went into effect on July 1, 1996, the Merit System has taken on a new role, a new name, and a new look.

To reflect the change of focus and function that resulted from the legislation, the agency has changed its name from the State Merit System of Personnel Administration to "Georgia Merit System." As the masthead of the *State Personnel News* now reflects, the initials of the new name have been worked into a new agency logo formed by the intertwining letters *GMS*.

The reform legislation significantly reshaped the relative roles of the Georgia Merit System and state agencies in the selection, hiring, and management of personnel.

Individual agencies are now free to assume many of the personnel activities formerly performed by Georgia Merit System, and all new state employees hired are exempt from the classified service and its administrative and procedural requirements.

As a result, the Georgia Merit System has moved from its historical role as the State's central personnel administration authority to a role of providing consultation and technical assistance to state agencies.

Now *GMS* focuses on using its experience and expertise in human resource management to work with agencies as a partner in

- enhancing organizational performance,

- hiring, developing, and retaining high quality employees,
- administering benefit programs that aid participants in maintaining personal health and financial security.

Agencies will continue to pay an assessment per employee to fund certain basic personnel activities performed by the Georgia Merit System, such as developing and maintaining the overall pay structure for state government and establishing the pay grades and minimum qualifications for the job classes that are used by multiple agencies.

For other personnel activities, agencies may now elect to:

- perform the functions with their own staffs,

(See *GMS*, page 2)

would make an impression on young people and their parents,” said Neal. “When parents think ‘This does not pertain to my children,’ they should think again.”

A beautiful female inmate profiled in the film was a good student with college plans when she became involved with a young man that her parents knew would bring trouble. She started smoking pot at 16 and was with her boyfriend one night when he committed armed robbery. She was arrested as an accomplice. Her sentence was 30 years, the same as his. Commenting from her jail cell, this young woman makes it clear in *Multiple Choice* that nothing is worth being in prison.

Neal and Johnson have successfully produced a second prevention video, *Ultimate Choice*, which describes first-hand the hardship and challenges teen parents face today. Again, Neal urges

parents to face reality: “With 66 percent of Georgia’s high school students reported to be sexually active, children and parents need to watch this latest video.”

In addition to both videos being available at all Georgia public libraries, both films can be seen on Georgia Public Television this fall:

Multiple Choice,
Thursday, October 23,
2:00 p.m.

Ultimate Choice,
Monday,
October 6, 1:00 p.m.;
Wednesday,
October 22, 2:00 p.m.

A third video currently in production, *Driving Ambition*, will explain Georgia’s new teen driving laws. The video will make its debut as a major TV special in all Georgia TV markets, including WSB-TV (Atlanta) on December 30 at 8:00 p.m. following *ET*.

Governor's Children and Youth Council Creates Innovative Information Card

Thinking outside the box has become synonymous with the Governor’s Children and Youth Coordinating Council (CYCC).

In keeping with its track record of creating innovative educational products targeting youth, they have issued a new tool to educate Georgians about the severe penalties for statutory rape that is an eye catcher and an eye opener: a laminated business-size card that contains startling information concerning recent changes in Georgia’s statutory rape laws.

“I think we all had a bit of apprehension about using the word

“sex” as the hook to capture people’s attention,” said Judy Neal, Executive Director. CYCC has many supporters around the state who occasionally are called for opinions about potential projects to assure that they are needed and will be used locally.

“When a school superintendent, who was faxed the mock-up version, called to give his approval and placed a rush order for 2,000 copies, I was convinced the card would be well received,” Neal said.

Several days after the order was sent to the superintendent, CYCC

received a call back from the same county from the Sheriff’s Office asking for 3,000 copies for ministers who wanted to hand them out in church the following Sunday.

“That was not surprising because during the past several months we have had tremendous interest from the faith community wanting to work with problems that are destroying the very fiber of American life,” Neal said.

Anyone interesting in obtaining copies of the card should contact Judy Reynolds of the CYCC at (404) 656-1725.

GMS

(from page 1)

- contract with GMS to provide the services on a fee basis, or
- contract with private-sector consultants and providers.
- ensuring that agency personnel policies conform with employment laws and sound personnel practices.

The functions for which agencies are now responsible include:

- defining agency-unique jobs, establishing minimum qualifications for those jobs and assigning the jobs to paygrades;
- assigning agency positions to jobs;
- recruiting and screening applicants;
- Commenting on the new name and logo adopted by GMS, Commissioner W. Daniel Ebersole said, “With these changes we affirm that we are committed to working with agencies as partners and consultants in accomplishing the State’s business.”

STATE PERSONNEL NEWS

Volume 21, Number 3

State Personnel Board

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Georgia Merit System

W. Daniel Ebersole, Commissioner
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The *State Personnel News* is published quarterly for state employees by the Commissioner's Office of the Georgia Merit System. If you have comments or questions, wish to submit material for publication, or need to correct a distribution problem/address, contact Sally Pope, Editor, *State Personnel News*, 200 Piedmont Avenue, SE, Suite 504 West Tower, Atlanta, GA 30334, or call 404/657-0360. If you have a disability and need this material in an alternative format, notify the Editor at the above listed address, or for TDD Relay Service only: 1-800-255-0056 (text telephone) or 1-800-255-0135 (voice).

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entertainment ‘98

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Great gift idea!! You are now able to order **out-of-town** editions of the entertainment book (OVER **170** cities worldwide.) Entertainment will ship them wherever you wish at no cost and the State Personnel Council gets the profit. For information on how to order, please call Roy Woolwine with Entertainment at the number below.

You can order your Atlanta directory via the mail using the order form below. Send checks to: Entertainment Publications, 5885 Glenridge Drive, suite 110, Atlanta, GA 30328. You can use your VISA or Mastercard by calling **404-303-8608**. Please mention you are a state employee and the account number **519225** when placing the order.

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Provided as a benefit to State employees and their families from the State Personnel Council

Commissioner Dotty Roach Chairs Charitable Contributions Campaign

Department of Administrative Services Commissioner Dotty Roach will chair the State Charitable Contributions 1997-98 campaign, which kicked off August 27 with a breakfast for 220 campaign leaders in the auditorium of the Georgia Power Building.

At the August 27 Kickoff Breakfast, Commissioner Roach announced this year's campaign goal, \$2.5 million, and challenged those in attendance to exceed the goal. Last year's campaign generated \$2.3 million in contributions from 37,000 state employees, a six percent increase from the previous year and the largest amount raised in the program's history. The upcoming campaign will provide support for over 1,000 independent, federated and local charitable organizations, including two organi-

zations new to the State Charitable Contributions Program roster:

Heart of Georgia United Way—A federated charitable organization, located in Laurens County (Dublin), whose purpose is to promote and support preventative activities and programs that serve at-risk youth, strengthen families, encourage self-sufficiency and provide crisis intervention services.

Foxfire Fund—A fund that supports teachers in their efforts to create learner-centered environments by creating a powerful relationship among teachers, learners and the community (www.foxfire.org).

Visit the Georgia Merit System's web page at www.state.ga.us/GMS, Employee Services and Benefits, for information on all of the charitable organizations participating in the 1997-98 campaign.

A Letter to State Employees From SCCP Chairperson Dotty Roach

This year marks the 15th anniversary of the Statewide Charitable Contributions Program, and I am pleased and honored to be the 1997-98 Chairperson. The financial goal for this year's campaign is \$2.5 million. This is a significant goal, but I am confident that together we will achieve it.

Historically, state employees have been generous givers to the numerous charitable organizations that aid the individuals, families, and communities of our wonderful state. I know this generosity has made a difference. You probably have seen examples of lives in your community or even in your family affected by the charities we support.

While our monetary donations provide direct assistance to those in need, participating in the charitable contributions program is usually a fun and educational experience as well. This year's campaign promises to be an equally exciting event. We have a fantastic group of coordinators who will take the lead role in creating many memorable events during the campaign.

The Charitable Contributions Program allows you to choose from more than 1,000 participating charities, including earmarking contributions specifically to provide services in your own community. Payroll deductions make it

easy to participate for as little as \$1 per month. One-time, lump-sum contributions of any amount also help. All contributions, whether large or small, make a difference. Whether you make a payroll deduction or a one-time contribution of \$1, you are actively helping to change Georgia and the world for the better.

Have you ever expressed concern about the state of our country, with the problems facing our family and community structures? This is your chance to do something about it! Talk is cheap, but it won't house an abused child, provide a single unit of blood to an accident victim, help an elderly grandmother enjoy a meal, provide a kidney to a dying man, teach water safety to boaters, or pay for research to eradicate or treat chronic diseases like cancer, arthritis, lupus, or diabetes.

The learning, enjoyment, and success of previous campaigns was in large measure the result of your energy, creativity, and enthusiasm. I encourage you to participate actively in your organization's campaign and celebrations. Please review the informational materials

and displays to learn more about and decide which charities to support. I challenge you to select one charity you're not familiar with and learn more about it. Who knows? You may even find a new community service to give your time to as well as your money. Frequently, volunteers guarantee the success and lower the costs of many of these organizations.

Without a doubt, you make a difference in the success of this program. With your efforts, you'll not only achieve, but even exceed, the goal of \$2.5 million and increase the number of state employees who participate. "Together Everyone Accomplishes More." I'm proud to be on your TEAM! Thanks for the opportunity.

Department of Labor employees check out one of the charitable organizations exhibiting at DOL's 1997 Charityfest

Oglethorpe Award Established for Georgia Government and Business

Georgia organizations that want to become more competitive now have another tool to help them increase productivity and customer focus while decreasing costs.

The Georgia Oglethorpe Award, created in 1996 and modeled after the Malcolm Baldrige National Quality Award, is a statewide "high-value, low-cost assessment and feedback process" designed to stimulate and recognize performance excellence in business, industry, government, education, healthcare and non-profit organizations.

The Georgia Oglethorpe Award Criteria for Performance Excellence gives organizations the framework they need to accurately and successfully assess and diagnose their processes, procedures, and systems-then make changes that drive results. The Georgia Oglethorpe Award represents the highest level of recognition for performance excellence that a Geor-

gia organization can receive.

Like Baldrige, the Georgia Oglethorpe Award Criteria focus on seven key indicators of performance: leadership, strategic planning, customer and market focus, information and analysis, human resources development and management, process management and business results.

The Georgia Oglethorpe Award Process, a non-profit organization located in the Georgia Department of Labor, administers the Award Process. The Award is named after James Edward Oglethorpe, who founded the colony of Georgia in 1733 and saw it as a place of opportunity for all citizens.

Organizations interested in using the Criteria for planning, educational, or assessment purposes (or in submitting an application in 1998) should request information about the Criteria and application process by calling Victoria Currie Taylor, Executive Director, Geor-

gia Oglethorpe Award Process, Inc., at 404/651-8405.

Governor Miller sent a letter to state agency heads about Quality Service Georgia and the Georgia Oglethorpe Award. The text of the letter follows:

Governor Miller's Letter to State Agency Heads

"As you are aware, in January I released the first state strategic plan for Georgia that represents a comprehensive vision for our state. It provides my view of the Georgia of tomorrow and the activities that will be required for us to realize that vision. One of the six major areas was the development of efficient and effective government. This goal is being addressed through Quality Service Georgia, the quality improvement effort that I initiated in 1992.

Many of you have been using this methodology for increasing effectiveness and efficiency. You have been adopting a systems view of your agencies, bringing the voice of your customer into your strategic planning and daily operations, managing and improving service delivery processes and measuring and improving customer satisfaction. I applaud your efforts and the subsequent results.

One of the most important tools that must be used before beginning an organizational improvement effort is a rigorous, comprehensive assessment of just how your organization is doing. The Georgia Oglethorpe Award Criteria for Performance Excellence is just such a tool. The criteria, based on the 1997 Malcolm Baldrige National Quality Award Criteria for Performance Excellence, encourage a systemic view, include business results, and help predict future organizational performance. Private sector businesses are experienced and sophisticated in the use of tools such as this to measure their

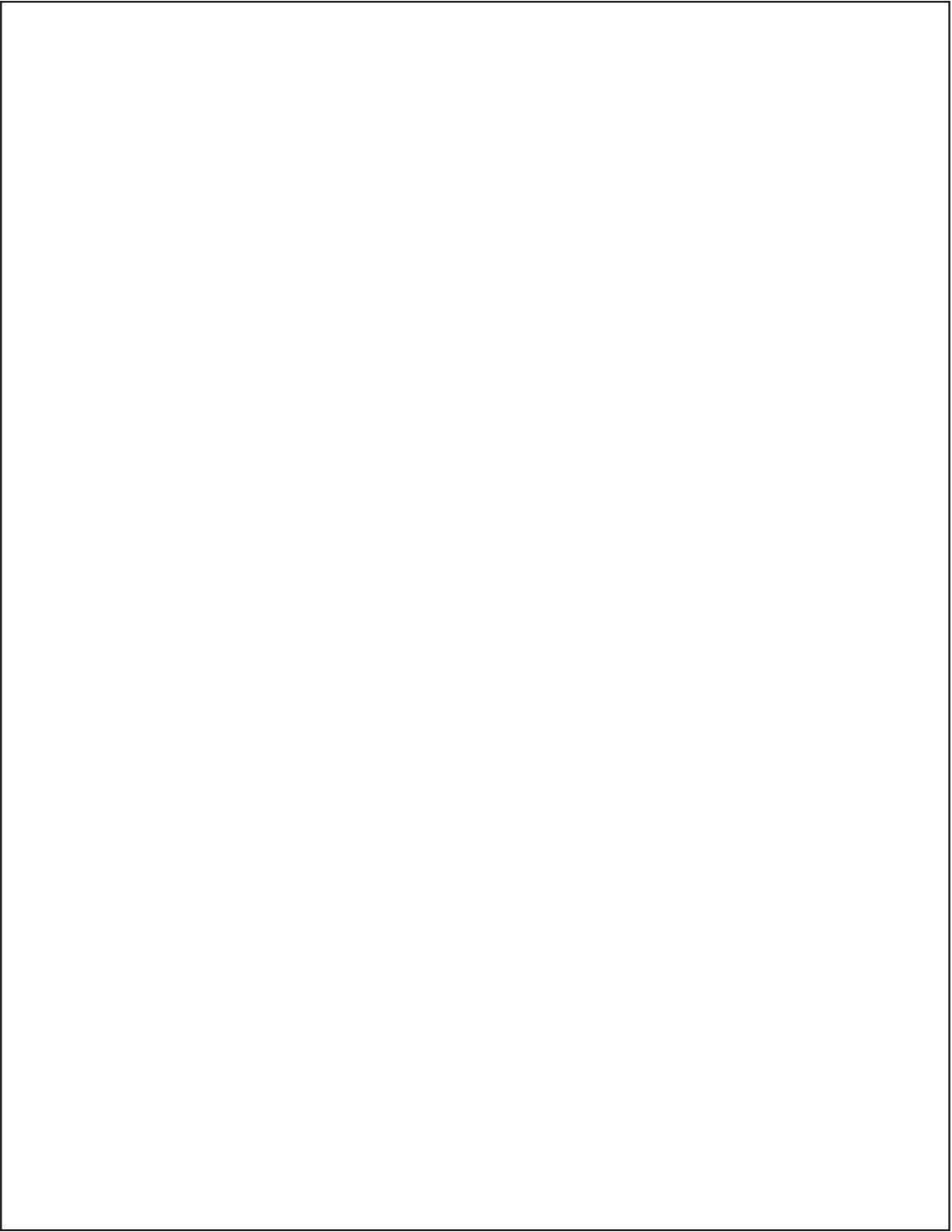
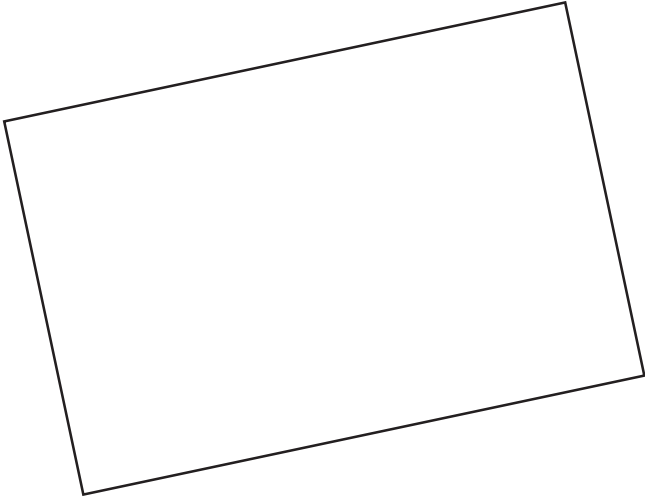
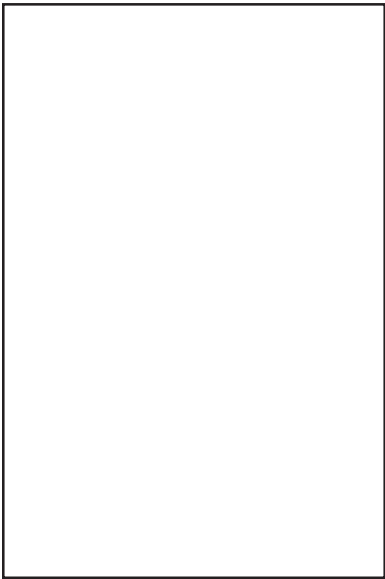
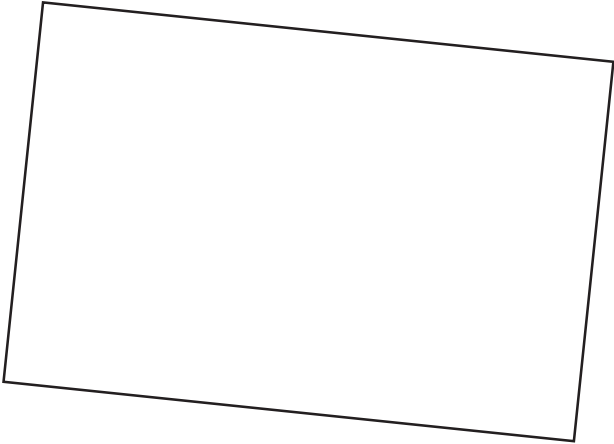
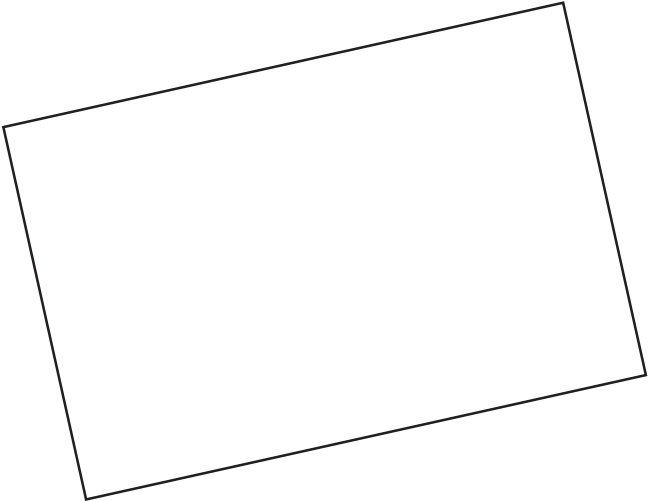
performance, and it is time for government to adopt such tools.

The Georgia Oglethorpe Award process has a special category for government organizations, so it is now possible for a state agency to receive recognition for excellence in much the same way the business community has enjoyed with the use of the Malcolm Baldrige Award. I urge you to read the available information and, at minimum, request and use the criteria internally to plan and measure your agency's performance against a world-class framework for performance excellence. It would make me particularly proud if one of our state government agencies applied for and won the Georgia Oglethorpe Award.

If you have any questions concerning the award process, please contact Victoria Taylor, Executive Director, Georgia Oglethorpe Award office, at 404/651-8405. If you have any questions about Quality Service Georgia, please contact Barbara Jones, State Director, Quality Service Georgia office at 404/651-9781."

Dads and Moms Join Toddlers for Lunch

On any day of the week, state employees with children enrolled in the Capital Hill Child Enrichment Center can stroll over and join their children for lunch. Located in a bright, modern facility adjacent to the Twin Towers, the AmeriCare Center is an easy walk for parents working on Capitol Hill. The Center has an on-site kitchen with a full-time nutritionist and welcomes parent visitors—whether for lunch or just to visit! For more information about the Center, or to schedule a tour, call Katherine Garrison at (404) 525-7878.



Professional Secretaries Development Program Graduates Honored

On August 6, in the House Chamber of the State Capitol, Georgia Merit System Commissioner W. Daniel Ebersole presented certificates to 50 state employees who completed the Professional Secretaries Development Program (PSDP).

These graduates completed 112 hours of training in office skills, human relations, and leadership skills. They also completed job-related projects as well as examinations to test their knowledge of the information received in their training.

The PSDP was established by the Georgia Merit System in 1987 to provide a comprehensive development program for support staff in Georgia state government.

Applications are now being accepted for the next PSDP class, which will begin in January 1998.

The graduates of the 1997 Professional Secretaries Development Program were:

Department of Administrative Services

Linda K. Wells
Vivian E. Worley

Department of Corrections

Grace W. Henderson
Maxine Whitehurst

Department of Education

Artis P. Hough

Georgia Forestry Commission

Bonny J. Adams
Julia Q. Baker
Carol A. Layton
Sheila S. Long
Mae Alice Massey
Gloria H. Thompson
Mary Jane Turner

Department of Human Resources

Sandra L. Byrd
Judy A. Edge
Martha A. Ferguson

April Lloyd
Dianne D. Martin
Isabeth P. Martin
Ann A. Michael
Patsy S. Polk
Carole J. Stroud
Gail R. Witt

Insurance Commissioner’s Office

Edith D. Johnson

Department of Juvenile Justice

Marsha W. Driggers

Department of Natural Resources

Marie J. Kirk

Pardons and Paroles

Suzanne W. Baxter
Carolyn J. Brown
Loretta E. Brown
Patricia W. Cox
Michelle Crimpton
Kathryn Dennis
Vicky M. Dixon
Toni Y. Fernander
Deneen H. Harrell

Alma D. Johnson
Sandra P. Kitchens
Truly E. Linder
Gail Martin
Lisa Michelle Morton
Stacy C. Rogers
Teresa Shirley
Kathy Stogner
Sherry Tillman
Sharon B. Warren
Mary D. Young

Public Service Commission

Candes E. Leshner

Department of Revenue

Linda Hutcheson
Samara Malone

Secretary of State

Mary K. Aukerman

Department of Technical and Adult Education

Marlene E. Stephens

STATE EMPLOYEES CREDIT UNION

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State Employees Days SIX FLAGS OVER GEORGIA

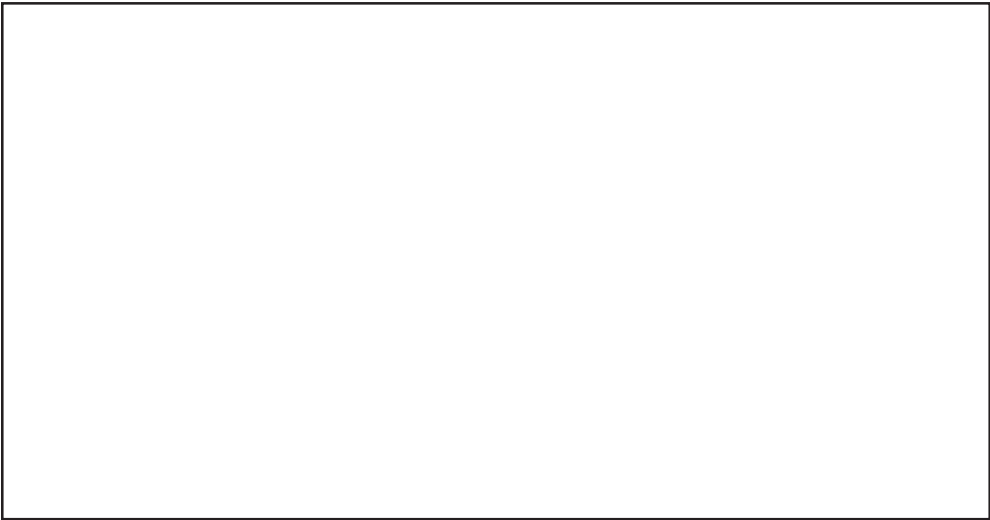
Repeat Performance - “Let’s Do It Again”

The State Employees Credit Union has been given the opportunity to participate in a very limited, elite group of sponsors of a heretofore unannounced extended weekend at Six Flags Over Georgia. The dates: **Saturday, November 8, 1997 and Sunday, November 9, 1997.** State Employees and their guests are all invited to participate in this tremendous benefit to state employees.

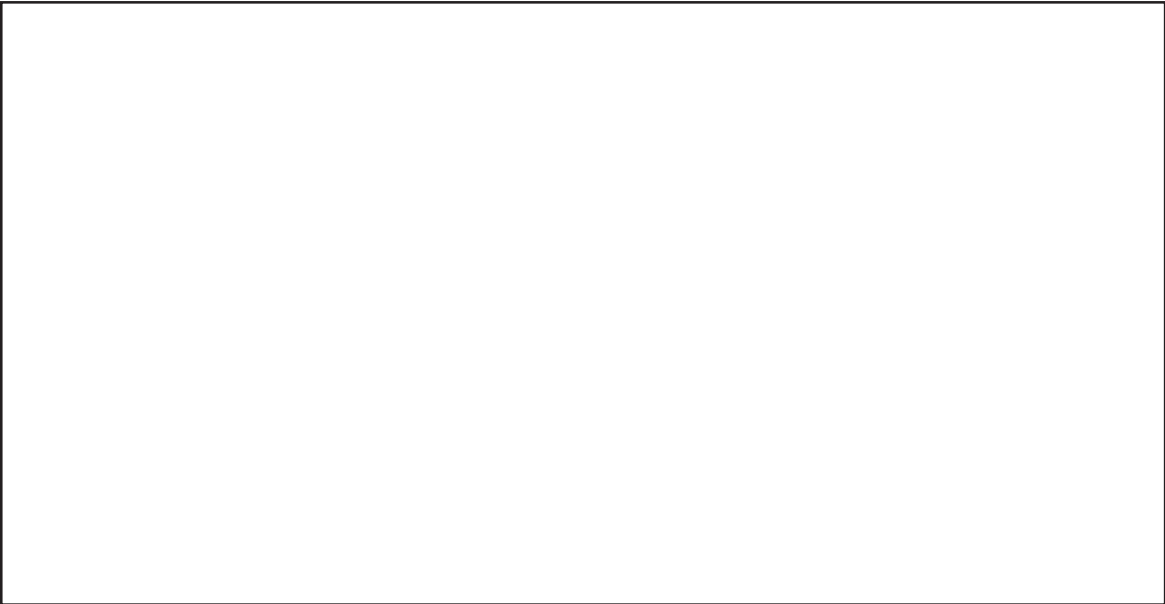
Don’t miss this opportunity to save money and enjoy Six Flags late in the season. The regular admission price is now \$34.00 at the gate this year; your price for this special event is \$17.00. This amounts to a \$17 per ticket savings (50%). In addition, parking will be half-price for this event - \$3.00 (another \$3.00 saving per carload).

Most of your favorite attractions are available for this special event. All of the new 1997 attractions, including all of *Gotham City*, will be flying high; *Viper* is just coiled and ready to “*strike twice*.” All the favorites will still be on hand to thrill you - *Ninja*, *The Looping Starship*, *Ragin’ Rivers*, *Thunder River*, *Splashwater Falls*, *Free Fall*, *The Great-American Scream Machine*, *The Mind-Bender*, *The Dahlenega Mine Train*, and a local favorite - *The Georgia Cyclone*, and more. Back by popular demand is *The Hanson Cars*. Closed to make room for *The Georgia Cyclone* just inside the front entrance, *The Hanson Car* ride has been moved to another location and reopened after many families missed the fun of the antique cars and self-drive track. Then, of course, you’ll be entertained in the many other shows, games, and attractions you’ve always loved at Six Flags.

Admission will be through printed and published special coupons. The coupons will be distributed through payroll and personnel offices and/or employee-activity offices through your employer. The coupon is published in this issue of the *State Personnel News*. Coupons must be presented at the gate on the day(s) of the event to allow participants the special price of \$17.00. Tickets do **NOT** have to be purchased in advance of the event and tickets won’t be available at the State Employees Credit Union Offices for walk-in or mail order. You must present a coupon at the Six Flags ticket booth to get the discount and half-priced parking.



Members of the 1997 PSDP "Women of Distinction" class gather for a group photo with Georgia Merit System Commissioner W. Daniel Ebersole and Assistant Commissioner Robert L. Stephens, Jr.



***PLEASE COME AGAIN AND
JOIN IN ON THE FUN!!!***

PRIMARY ACCOUNTING SERIES GRADUATION

On Monday, August 25, graduation exercises were held in the House Chambers of the State Capitol. OPB Director Tim Burgess, State Auditor Claude Vickers, and Georgia Merit System Commissioner W. Daniel Ebersole presented certificates to the following individuals who completed all requirements of the Primary Accounting Series offered through The University of Georgia in FY 1996-97. We offer our congratulations to this year's graduates!

Grace Au-Yeung, Department of Human Resources
Derek K. Barber, Department of Human Resources
Deirdre C. Beasley, Department of Technical and Adult Education
Jeanette B. Betts, Department of Human Resources
Teresa N. Bohannon, Department of Human Resources
Gail H. Bowen, Department of Human Resources
Carole J. Brown, Department of Human Resources
Linda L. Brown, Department of Human Resources
Tara W. Brown, Department of Labor
William Lee Brown, Forestry Department
Barbara Butler, Georgia Student Finance Commission
Karen G. Callaway, Department of Human Resources
Susan P. Carter, Department of Transportation
Carolyn Caviola, Albany Area Community Service Board
Nancy C. Chesna, Department of Human Resources
Larry R. Clemmons, Department of Human Resources
Cathy L. Coffey, Department of Human Resources
Lance M. Cooley, Department of Labor
Dorothy H. Cox, Department of Human Resources
Jerry A. Cox, Department of Human Resources
Tina F. Crabtree, Department of Corrections
Gail Crump, Department of Corrections
John Lee Davidson, Department of Labor
Dana D. Davis, Department of Technical and Adult Education
Sheryl E. Dowdy, Department of Human Resources
Jacque R. DuBose, Department of Juvenile Justice
Teresa F. Earp, Department of Corrections
Patricia A. Edwards, Department of Human Resources
Teresa Kennon Ellison, Department of Human Resources
Kathy B. Evans, Department of Human Resources
Shirley J. Fowler, Department of Human Resources
Marcia Gaston, Department of Labor
Judy L. Geiger, Department of Agriculture
David Joseph Gerke, Department of Natural Resources
Velma E. Grant, Department of Human Resources
Tangler Gray, Department of Human Resources
Stephanie Green, Department of Community Affairs
Rachel Gresham, Department of Human Resources
Ingrid LaVerne Hardee, Department of Human Resources
Jacqueline T. Hart, Department of Human Resources
Lavonia C. Hayes, Department of Human Resources
Gail Dianne Healan, Department of Human Resources
Joe Henneberger, Department of Human Resources
Lajuana Yvette Henry, Department of Human Resources
Brenda B. Hester, Department of Human Resources
Rodney Hicks, Department of Human Resources
Dianne Jackson, Department of Human Resources
Catherine C. Johnson, Department of Human Resources
Darcy W. King, Department of Human Resources
Brunette Lampley, Department of Human Resources
Dallas B. Lancaster, Department of Human Resources
Mary Landrum, Department of Human Resources

Gwendolyn K. Lawrence, Department of Human Resources
Lois L. Lee, Department of Transportation
Elizabeth McGill, Department of Human Resources
Sarah B. McHugh, Department of Human Resources
Vangla L. McKenzie, Department of Human Resources
Acetra H. McWilliams, Department of Human Resources
Barbara Thurman Malone, State Board of Workers' Compensation
Constance F. Manley, Department of Human Resources
Evelyn E. McCray, Department of Human Resources
Pamela C. Middleton, Department of Human Resources
Faye Miller, Department of Human Resources
Janice G. Miller, Georgia Professional Standards Commission
Christopher Hartridge Mitchell, Department of Human Resources
Ervin E. Moss, Department of Human Resources
Jeanine Miles Mullins, Department of Human Resources
Barbara Nash, Department of Human Resources
Katherine Cospier Oliver, Department of Human Resources
Walt Oliver, Department of Education
Patricia M. Pearre, Department of Human Resources
Sandra G. Petty, Department of Human Resources
Freddie Phillips, Department of Administrative Services
Keith Phillips, Department of Human Resources
Linda Turner Powers, Department of Human Resources
Brenda A. Prather, Department of Human Resources
Charles O. Prescott, Department of Human Resources
Christina A. Priddy, Administrative Office of the Courts
A. Rose Pullen, Department of Human Resources
Gayle L. Randall, Department of Human Resources
Dinah F. Ransom, Department of Human Resources
Juanita Ellerbee Respress, Department of Human Resources
Faye R. Sapp, Satilla Community Service Board
Kay P. Shihata, Department of Human Resources
Donald W. Shirey, Satilla Community Service Board
Cathy A. Shumate, Albany Area Community Service Board
Glynis E. Sims, Office of Planning and Budget
Sally E. Skelton, Department of Human Resources
Shelia A. Smith, Department of Human Resources
Pamela M. Spivey, Department of Human Resources
Connie J. Steele, Department of Transportation
Linda H. Stipe, Satilla Community Service Board
Donna R. Street, State Merit System of Personnel Administration
Shari D. Thomas, McIntosh Trail Community Service Board
Janet M. Thompson, Department of Medical Assistance
Joe Floyd Tillman, Jr., Department of Human Resources
Barbara D. Turner, Department of Human Resources
Gregory Turner, Department of Human Resources
Terry Williamson, Department of Technical and Adult Education
Artherlene E. Willis, Department of Human Resources
Ché Y. Wyatt, Office of Planning and Budget
Charlotte Zubowicz, Department of Human Resources

State Financial Management Certificate Program
Primary Accounting Series
Training Calendar
October 1997-March 1998

SCHEDULE

(Class hours are 9:00 a.m. - 4:00 p.m. daily)

<i>City</i>	<i>Dates Offered</i>
Introductory Governmental Accounting Part I	
Atlanta	February 24,25,26,27, 1998 March 17,18,19,20, 1998
Brunswick	February 16,17,18,19, 1998
Columbus	November 18,19,20,21, 1997
Decatur	January 27,28,29,30, 1998 March 9,10,11,12, 1998
Morrow	February 24,25,26,27, 1998

Introductory Governmental Accounting Part II

Atlanta	October 20,21,27,28, 1997 March 30,31,April 1,2, 1998
Brunswick	March 24,25,26,27, 1998
Columbus	December 15,16,17,18, 1997
Decatur	March 3,4,5,6, 1998 March 30,31,April 1,2, 1998
Macon	October 14,15,16,17, 1997
Milledgeville	November 24,25, December 4,5, 1997 March 16,17,18,19, 1998

Intermediate Governmental Accounting Part I

Atlanta	October 8,9,10, 1997
Columbus	January 14,15,16, 1998
Macon	November 12,13,14, 1997
Milledgeville	January 7,8,9, 1998
Morrow	November 17,18,19, 1997

Intermediate Governmental Accounting Part II

Atlanta	October 29,30,31, 1997
Exam	December 5, 1997 (9:00-12:00 noon)
Columbus	February 16,17,18, 1998
Exam	March 13, 1998 (9:00-12:00 noon)
Macon	December 15,16,17, 1997
Exam	January 13, 1998 (9:00-12:00 noon)
Milledgeville	February 11,12,13, 1998
Exam	March 12, 1998 (1:00-4:00 pm)
Morrow	December 8,9,10, 1997
Exam	January 20, 1998 (9:00-12:00 noon)

If you are a graduate of the Primary Accounting Series, you will be interested in the Governmental Accounting Standards Workshop. This workshop will be updated annually to provide you with information on the latest GASB statements, interpretations, exposure drafts and discussion memorandums.

Governmental Accounting Standards 1997

Atlanta	December 3, 1997
Morrow	March 2, 1998

Examination Test-Out and Retest Dates

Atlanta	December 5, 1997 (1:00-4:00 p.m.)
Macon	March 6, 1998 (9:00-12:00 noon)

For registration information, fee information, or a detailed description of the State Financial Management Certificate Program, please call Janet Andrews or Teresa Palmer at The University of Georgia (706) 542-2736.

*1997 Southeast Regional Governmental Accounting
& Auditing Conference*

The nation's leading speakers will present up-to-date information on changes affecting government's fiscal community (12 hours A&A).

November 2-4, 1997

Savannah, GA

Marriott

*Please call Teresa Palmer for additional information
on this conference at (706) 542-2736.*

NurseCall 24 Is A Hit!

Now that first month statistics are in, it is clear that the NurseCall 24 program is popular with State Health Benefit Plan members! The following facts and figures are for the period of July 1 through July 31, 1997:

- Total calls handled by nurses 14,313
- Total calls involving a medical problem 8,116
- Average number of calls per day 461
- Calls received from 12 pm to midnight 67%
- Most common medical problem Insect Bites
- Average speed of answer 33 seconds
- Free Self-Care Guides ordered* 7,337

The number of calls placed to NurseCall 24 shows that thousands of Plan members took advantage of the free services offered. In fact, call volume was over three times what was expected.

Because call volume is so great, more registered nurses have been added to the NurseCall 24 program and more nurses are “on the way” to answer members' calls — 24 hours a day, seven days a week.

Many members who already called NurseCall 24 are giving very positive feedback. Comments like these are quite common: “Really appreciate the service!”; “The information I received far exceeded my expectations”; and “I saved so much time not having to go to the doctor!”

**See “Free Self-Care Guides” to find out how to order copies.*

Quality Service Georgia Network Holds Third Annual Conference Theme Is "Building Strategies for the 21st Century Government"

It's a jungle out there. Forget about dog-eat-dog—there are tigers on your tail! So we've chosen the perfect location for the QSG Network's third annual conference — Zoo Atlanta's Conservation Action Resource Center. It's an exciting, brand new educational and conference facility with state-of-the-art teleconferencing and presentation technology. And it's set right in the middle of real tigers and other jungle animals to make you feel right at home. The role of government is changing, and to survive in this environment, you need the kind of resources and information you'll find at this conference. If you can't join us in Atlanta, you can still participate in four great sessions through GSAMS sites at Augusta Tech and Tifton's Rural Development Center. For further information, contact Ronda Britt at 404-657-8422.

Schedule

Wednesday, October 8, 1997

- | | |
|------------------------|--|
| 9:00 – 10:00 a.m. | Welcome, Opening Remarks, and Keynote Speaker |
| 10:15 - 11:45 a.m. | <ul style="list-style-type: none">❖ Organizational Turnaround: Turning a Blue Collar Work Force into a High Performance Team;❖ Future Focus: Organizational Structures for the 21st Century;❖ Georgia Oglethorpe Award;❖ State Strategic Plan: Where Does QSG Fit In? Results-based Budgeting; |
| 11:30 a.m. – 1:00 p.m. | LUNCH |
| 1:00 – 2:30 p.m. | <ul style="list-style-type: none">❖ Future Focus: Organizational Structures for the 21st Century;❖ Benchmarking What the Private Sector is Doing;❖ Organizational Turnaround: Turning a Blue Collar Work Force into a High Performance Team;❖ Moderated Panel Discussion on Real-life Quality Problems and Their Solutions; |
| 2:30 – 2:45 p.m. | BREAK |
| 2:45 – 4:15 p.m. | <ul style="list-style-type: none">❖ Georgia Oglethorpe Award;❖ How to Design Performance Measures and Surveys;❖ DHR on Streamlining Their Services;❖ Re-engineering Your Organization Around Process: The Georgia Department of Defense; |

Thursday, October 9, 1997

- | | |
|--------------------------|---|
| 9:00 – 9:15 a.m. | Welcome Back and Announcements |
| 9:15 – 10:15 a.m. | Future Focus: Systems Thinking — Looking at the World Through a Wide-angle Lens |
| 10:15 – 10:30 a.m. | BREAK |
| 10:30 – 11:30 a.m. | Benchmarking What Other States are Doing: South Carolina |
| 11:30 a.m. – 12: 45 p.m. | LUNCH |
| 12:45 – 2:00 p.m. | Benchmarking What Non-profits are Doing: Zoo Atlanta |

Free Self-Care Guides

Just call **NurseCall 24 toll-free at 1-800-524-7130** and ask for one. It's that simple! This easy-to-use and informative book can help you become a more knowledgeable and active partner in your health care. In the 286 pages, you'll find practical guidance to everyday medical decisions—from the common cold and caring for a child with asthma to tips on prevention—plus down-to-earth discussions on more serious conditions like heart disease and cancer.

Special Edition UPDATER

The Georgia Merit System will publish an October 1, 1997, edition of the UPDATER for distribution to all employees eligible for State Health Benefit Plan coverage. If you are eligible for health coverage, you can anticipate receiving a copy from your employer during the month of October. The UPDATER is your official notification of important Plan activity and any procedural changes. UPDATER highlights are summarized below:

Health Insurance Portability and Accountability Act (HIPAA): In some cases, prior health coverage can be used to reduce the Health Plan's 12-month pre-existing condition period. Individuals losing SHBP coverage will receive certificates of creditable coverage. Pre-existing condition periods no longer apply to pregnancies, newborns, or children adopted or placed for adoption under the age of 18. All HIPAA changes became effective July 1, 1997.

New Pre-Certification Rules Effective January 1, 1998: SHBP members will no longer have to call the MCP to pre-certify inpatient stays or to extend an already approved inpatient stay at Prudent Buyer Program (PBP) hospitals. The responsibility will lie with PBP hospitals to pre-certify care. However, if a member uses a non-PBP hospital, the member remains responsible for all current MCP requirements. The outpatient procedures that currently require MCP pre-certification will continue to require pre-certification.

New Filing Deadline for Appeals Effective October 1, 1997: SHBP members will have 180 days - from the date an Explanation of Benefits (EOB) form is issued - to file an administrative review for a medical or drug claim.

New Dollar Limit for Formal Appeals Effective October 1, 1997: For items of \$100 or less, the decision reached by the Plan during the administrative review process will be final.

New Time Limit for Claim Corrections and Questions Effective October 1, 1997: Members will have up to two years from the EOB issue date to call the Plan's customer service unit and request a correction of routine or clerical errors. The two-year limit also applies to routine questions about specific claims.

Georgia Merit System Training Calendar

Open (Interagency) Sessions

This is the calendar of Georgia Merit System open (interagency) courses. GMS interagency courses are offered statewide and are open to all state government employees. Registration for GMS training is coordinated by agency Training Officers.

In addition to interagency courses, the Georgia Merit System

provides training through closed sessions. These are courses conducted for a single agency to meet the specific training needs of that organization. Closed courses can also be customized to meet an agency’s objectives.

Course descriptions, the price list for both closed courses and

open courses, and registration forms are available from agency Training Officers and the GMS Training and Organization Development Division. This same information can also be found on the Georgia Merit System Web site on the Internet: <http://www.state.ga.us/GMS/> under "Agency HR Support Net".

<i>October 1997 - February 1998</i>	Open Enrollment Fee	October (Date) (City)	November (Date) (City)	December (Date) (City)	January (Date) (City)	February (Date) (City)
Management and Supervisory Development						
A Team Approach (2 days) <i>NEW</i>	\$100			11 - 12 Decatur		4 - 5 Rome
Dealing with Difficult Employee Behavior (1 day) <i>NEW</i>	\$50	21 Decatur			13 Augusta	
Respect and Responsibility - A Positive Approach to Discipline (1 day) <i>NEW</i>	\$50				14 Augusta 22 Columbus	
Georgia Performance Management Process Training (3.5 days)	\$19	21 - 24 Macon 27 - 30 Decatur	4 - 7 Decatur 18 - 21 Waycross	2 - 5 Savannah		10 - 13 Tifton
Managing Conflict in the Workplace	\$50			23 Columbus		
Supervising in a Challenging Environment (3 days) <i>NEW</i>	\$195			16-18 Decatur		17 - 19 Savannah
Secretarial and Support Staff Development						
Human Relations Skills for Secretaries (2 days)	\$100	15 - 16 Decatur			6 - 7 Decatur	
Sharpening Your Proofreading Skills (3 days)	\$170				13 - 15 Gainesville 27 - 29 Decatur 12 - 14 Savannah	3 - 5 Macon
Time Management for Secretaries (1 day)	\$50		13 Decatur			
Communication Skills Development						
Communication: It’s More Than Talk (2 days)	\$100				28 - 29 Decatur	
Creating Effective Communication and Training Materials (3 days)	\$220		19 - 21 Decatur		21 - 23 Decatur	
Make an Effective Presentation	\$235		17 - 20 Decatur			
The Path of Dialogue (2 days) <i>NEW</i>	\$200			10 - 11 Macon		26 - 27 Decatur
Writing That Works (1 day)	\$70				21 Decatur	23 Decatur
Workplace Skills Development						
Advanced Charting Design (1 day) <i>NEW</i>	\$100			11 Decatur		
Evelyn Wood Reading Dynamics (1 day) <i>NEW</i>	\$135			4 Decatur		
Meeting Customer Needs (1 day) <i>NEW</i>	\$50			9 Decatur	8 Albany 14 Savannah	25 Decatur
Stress: How To Recognize and Control It (2 days)	\$100			2 -3 Decatur	6 - 7 Albany 12 - 13 Savannah	10 - 11 Decatur
Quality Service Georgia Training Series						
Introduction to Quality (.5 days)	\$35		6 Decatur		9 Rome	
Trainer Skill Development						
Advanced Design for Creating Effective GSAMS Presentations (1 day) <i>NEW</i>	\$100					3 Decatur
Training Seminars by Satellite						
Juran: Leadership Strategies for the New Millennium	\$35	22 Decatur				
Leading Teams Effectively	\$35		18 Decatur Macon Waycross			
Connective Leadership: Managing Diversity	\$35	28 Decatur Macon Rome				
Principle-Centered Leadership: The Next Phase	\$35			9 Decatur Macon Savannah		
Creating Organizations that Support Great Work	\$35		19 Decatur			